

Serial No. 09/588,963

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Reply to Office Action of November 10, 2003



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Patent Application**

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Case No.: **Bogart 18-3-1-4-1**

Serial No.: **09/588,963**      Group Art Unit: **3623**

Filing Date: **June 7, 2000**

Examiner: **Akiba K. Robinson Boyce**

Title: **Multimedia Customer Care Center Having a Layered  
Control Architecture**

Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**

DEC 15 2003

**GROUP 3600**

**RESPONSE TO OFFICE ACTION**

**SIR:**

In response to the Office Action mailed on November 10, 2003,  
designated as paper no. 4 in the case, please enter the following remarks  
in the above-identified application.

**Remarks/Arguments** begin on page 2 of this paper.